Shelby Region
CQI Program Regional Structure

Regional Description

The Shelby region is the largest single county region in Tennessee with a 2012 estimated population of 940,764 and a land mass size of 763.17 square miles. This urban metropolis is home to the cities of Arlington, Bartlett, Collierville, Germantown, Lakeland, Memphis and Millington. According to the U.S. Census Bureau, Shelby County has a diverse population that is estimated to be 52.8% African American, 37.9 % White, 5.9% Hispanic and 2.5% Asian.   Befittingly to large urban areas, Shelby has the highest rate of at risk populations within the state. Shelby's Department of Children's Services served 1000 youth in care for the 2012 FY with approximately 350 employees. An unemployment rate of 9.7% (state average is 8.4%), the economic decline and scarce resources have continued to contribute to the rising number of youth and families in need.

Regional Long Term CQI Workgroups

The **Quality Practice Workgroup** is the second level of review for all the other regional CQI workgroups. It makes regional decisions and initiatives to improve practice. A representative from each sub workgroup attends this meeting as does management and chosen staff that extends all the way to the front line worker. Membership is by invitation only. The team uses regionally based data to initiate practice improvement discussions and decisions, while communicating with and educating staff on evidence based best practices. The Quality Practice Workgroup reviews the following COA Standards: Administration and Management (PA-AM), Ethical Practice (PA-ETH), Client's Rights (PA-CR), Risk Prevention Management (PA-RPM) and Performance and Quality Improvements (PA-PQI).

The **Team Coordinator Workgroup** is an offshoot of the QPT Workgroup. This meeting is held for team coordinators, deputy regional administrators and the regional administrator. The meeting addresses the quality of case practices, improvements in resource parent recruitment and retention, outcomes for youth in custody, service provisions for youth transitioning to adults and staffing concerns.   The Team Coordinator Workgroup reviews the following COA Standards: Administration and Management (PA-AM), Performance and Quality Improvements (PA-PQI), and Administration and Service Environment (PA-ASE).

The **Social Services Leadership Workgroup** (Permanency) is a workgroup comprised of Social Service Team Coordinators and Team Leaders. This workgroup was comprised to address practice improvements and decision making specifically within the Social Service area. The workgroup is responsible for improving relationships and practice with traditional and kinship resource parents while reducing barriers of care and services for the resource family and the family service worker. The Social Service Workgroup reviews the following COA standards: Foster Care Services (PA-FC), Adoption Services (PA-AS) and Client's Rights (PA-CR).

Child Protective Services Workgroup (Safety) reviews and improves regional Child Protective Services practice while addressing child, family and employee safety issues. The Child Protective Services Workgroup reviews the following COA standards: Child Protective Services (PA-CPS).

Placement Services Division Workgroup (Permanency) identifies barriers and solutions to providing quality services to children in foster care. The Placement Services Division Workgroup reviews the following COA standards: Foster Care Services (PA-FC) and Client's Rights (P CRA-).

Recruitment and Retention Workgroup (Permanency) works to retain and increase available resource homes while improving the percentage of kinship placements and reducing kinship disruptions. The Recruitment and Retention Workgroup reviews the following COA standards: Foster Care Services (PA-FC) and Kinship Care (PA-KC).

Cross Functional Workgroup (Permanency) improves relationships and practice with agency providers and services for the families they serve. The Cross Functional Workgroup reviews the following COA standards: Foster Care Services (PA-FC).

Juvenile Justice Workgroup (Juvenile Justice) identifies barriers and solutions to provide quality services to children adjudicated delinquent while working to increase community safety. The Juvenile Justice Workgroup reviews the following COA standard: Juvenile Justice Case Management (PA-JJCM).

Behavior Support and Management Workgroup (Wellbeing) ensures all children receive appropriate mental health and behavioral therapy within the region. The Behavior Workgroup reviews the following COA standards: Behavior Support and Management (PA-BSW).

In Home TN Implementation Workgroup develops and completes a regional communication plan regarding In-Home TN activities, purpose, and progress. The In Home TN Implementation Workgroup reviews the following COA standards: Administration and Service Environment (PA-ASE).

In Home TN Stakeholders Workgroup eliminates barriers for providers to administer services within the family home while developing a practice improvement plan based upon the results of service array assessments. The In Home TN Stakeholders workgroup reviews the following COA standards: Training and Supervision (PA-TS).

Short Term Regional CQI Workgroups

Wellbeing Workgroup identifies barriers and problems with maintaining physical and dental health for children in care. At this time this is a short term CQI workgroup that is addressing the specific issue of declining EPSD&T rates.

The **Design Team** was initiated by the Annie E. Casey Foundation's evaluation of the Shelby region by employee survey and addresses specific problems revealed. Currently, the team has two ongoing workgroups, Readiness for Change and Barriers to Communication. Both are facilitated and scribed by the Butler Institute for Families. The individual meetings, called COHAs, address specific problems within their realm. The Barriers to Communication COHA was recently instrumental in having Family Service Workers invited to participate on the Quality Practice Workgroup and the Readiness for Change COHA was given the task of preparing for the agency's upcoming location move. These CQI meetings are short term because they are only tackling specific issues.

Regional CQI Schedule

CQI Workgroup	Regular Meeting Time	Facilitator	Scribe
Quality Practice Workgroup	3rd Friday of the month at 9 a.m.	Merlene Hyman	Varies
Team Coordinator Workgroup	1st Friday of the month at 9:00 a.m.	Merlene Hyman	Varies
CPS Workgroup (Safety)	3rd Wednesday of the month at 2:00 p.m.	Angela Johnson	Varies
Cross Functional Workgroup (Permanency)	3rd Thursday of the month at 2:00 p.m.	Susan Whitfield	Varies
Placement Services Division Workgroup (Permanency)	1st Monday of the month at 9:00 a.m.	Anice Terrell	Varies
Social Services Leadership Workgroup (Permanency)	2nd Thursday of the month at 8:30 a.m.	Terri Davis-Waller	Varies
Recruitment and Retention Workgroup (Permanency)	3rd Tuesday of the month at 2:00 p.m.	Toni Davis	Varies
Juvenile Justice Workgroup	TBA	Mitchell Holmes	Varies
Behavior Support and Management Workgroup	3rd Thursday of the month at 9:00 a.m.	Jill Amos	Varies
In-Home TN Implementation	2nd Thursday of the month at 1:30 p.m.	Diane Hurth	Varies
In-Home TN-Service Stakeholders	4th Thursday of the month at 2:00 p.m.	Diane Hurth	Toni Chew
Wellbeing Workgroup	3rd Friday of the month immediately following the QPT meeting	Marquisha Bradford	Varies
Design Team	2nd Thursday of the month at 9:00 a.m.	Butler Institute	Butler Institute

Team Coordinator Workgroup

Design Team Workgroup

Child Protective Services Workgroup

In Home Tennessee Stakeholders Workgroup

Cross Functional Workgroup

In Home Tennessee Planning Workgroup

Quality Practice Workgroup

Placement Services Division Workgroup

Behavior Support and Management Workgroup

Social Services Leadership Workgroup

Well being Workgroup

Juvenile Justice Workgroup

Recruitment and Retention Workgroup